

downloadable from the web server in accordance with a predetermined customer entitlement, and
programmed to be in interactive communications with the network management resource.

IN THE CLAIMS:

Please amend claims 1, 45, 58, and 99 by way of replacement, and add new claims 110-113 as follows. A marked-up version of the amended claims is enclosed in the Appendix.

- Sub E1
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1. (Twice Amended) An integrated system for providing a plurality of communications network management services and products to a customer over the public internet, said network management services and products accessible from a client workstation employing a client browser associated with said customer and receiving web based communications from a communications service enterprise, said system comprising:
- (a) one or more secure web servers for managing one or more secure client sessions over the internet in response to customer entry into said system, each said one or more secure web servers supporting secure communications with said client workstation;
 - (b) one or more client applications integrated within a web-based GUI and downloaded from the one or more secure web servers according to pre-determined customer entitlements, each of said one or more client applications for providing a customer interface integrated within said web-based GUI and enabling interactive communications with one or more communications network management resources provided by said communications service enterprise via the one or more secure web servers; and,
 - (c) each of said one or more secure web servers supporting communication of request messages entered by said customer via said customer interface to said one or more

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network management resources providing a desired communications network management function;

82 wherein one or more remote application resource processes said request messages and provides responses to said one or more secure web servers for secure uploading to said client browser and display via said integrated customer interface.

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45. (Twice Amended) The integrated system as claimed in Claim 110, wherein the database of image files further includes an object database, said invoice application server further comprising:

13 a means for imaging documents by defining key information necessary to retrieve documents from the communications application service and compress the documents for storing; and

a means for loading the compressed documents into the object database.

Sub E1 7
58. (Twice Amended) A method for enabling customer management of communications network assets via the public internet, including provision of a plurality of services and products accessible from a client workstation employing a client browser associated with a customer and capable of receiving web based communications from said communications service enterprise, said method comprising:

14 (a) enabling interactive communications between said system and said customer over the public Internet with an object oriented protocol invoked from within said client web browser, said protocol supporting customer identification, authentication and a determination of network entitlements for the customer;

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- (b) managing a plurality of customer sessions over the public Internet with a secure web server, said secure web server providing session encryption and management of the customer's session, said session management including the steps of identifying, validating, and determining the customer's entitlements within the network;
- (c) initiating a download of a web-based GUI from said secure web server, said downloaded web-based GUI of launching one or more of a plurality of client applications available to a customer according to pre-determined customer entitlements,
- (d) providing a customer interface integrated within said web-based GUI upon which to launch a selected client application, said customer interface enabling interactive communication of request messages with one or more of a plurality of communications network management resources capable of providing a selected communications network management function;
- (e) a communications network management resource receiving said request messages, generating a proxy request, and communicating said responses to said secure web server for secure uploading to said customer workstation for display via said integrated interface.

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99. (Twice Amended) The method as claimed in Claim 111 wherein the database of image files further includes an object database, said invoice application server further:

converting invoice documents to images;

defining key information necessary to retrieve documents from the communications network management resource application service and compressing the documents for storing; and

loading the compressed documents in the index database.

110. (New) The integrated system as claimed in Claim 28, wherein said one or more network management resources includes a system for generating invoice documents relating to communications management services provided by a communications service enterprise, said integrated system further comprising:

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a client application downloaded from the one or more secure web servers for enabling selection and presentation of invoice documents in accordance with customer entitlements, said client application further generating an invoice request message in response to customer selection of a specific invoice option and forwarding the invoice request message via the secure web server; and

an invoice application server for maintaining a database of image files associated with invoice documents from the application service and receiving the invoice request messages, said invoice application assigning the database in response to a request message, generating a response message include a customer selected invoice document, and downloading said response message to said client workstation, whereby said customer selected invoice document is formatted in a manner suitable for display via said integrated client interface.

111. (New) The method as claimed in Claim 72, wherein said one or more network management resources include a system for generating invoice documents relating to communications network manage services provided by said communications service enterprise, said method further comprising:

downloading a client application from the secure web server for enabling selection and presentation of invoice documents in accordance with customer entitlements;

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generating customer request messages including customer selection of a specific invoice option;

providing an invoice application server for maintaining a database of image files associated with invoice documents from the application service, said invoice application sever receiving the invoice request message from said customer;

accessing the database in response to a request message;

generating a response message including a customer selected invoice document;

downloading said response message to said client workstation; and,

formatting said customer selected invoice document in a manner suitable for display via said integrated client interface.

112. (New) An integrated system for providing network management to a customer employing a browser in communication with a communications service enterprise over an internet, comprising:

a web server for managing a client session over the internet in response to customer entry into said integrated system, said web server in communication with said client browser for supporting communication of request messages received from the browser to a network management resource; and

a client application integrated for use within the browser and downloadable from the web server in accordance with a predetermined customer entitlement, said client application programmed to be in interactive communications with the network management resource.